

APPENDICIES

APPENDIX A

INFORMATION AND TELECOMMUNICATION TECHNOLOGY GOALS AND SUPPORTING PRINCIPLES

These Goals and Principles are a working document under development by the Information Services Policy Board. The term Information and Telecommunications Technology (ITT)

as used here should be construed broadly and include hardware and software infrastructure, applications and governance.

GOAL I. Information and telecommunications technology will enhance the productivity of state employees and the cost effectiveness of state government.

Principle 1. ITT will support program management in the performance of their mission and statutory functions. ITT will increase the efficiency of current business processes and catalyze their reengineering

example, ITT will provide enterprise-wide access:

- A. To a common set of user interfaces.
- B. To a common set of desktop productivity tools.
- C. To a single (or an interoperable) set of database management systems and development tools.

Principle 2. ITT will provide a seamlessly integrated statewide WAN and LAN network that allows information sharing and cooperative action:

- A. Horizontally among all state government units, and
- B. Vertically among local, state, and federal government entities.

Principle 5. ITT will support the use of information as a strategic resource by making it easily accessible to and analyzable by all state government decision makers and policy developers. For example, ITT will provide for:

- A. The transmission of the content and format of document text and tables.
- B. The transmission and importation of the content of data files.
- C. The adoption of common data definitions. The coordination and sharing of data analysis resources.

Principle 3. ITT will allow access to any state service from any regional or local government office location or from mobile locations.

Principle 4. ITT will make state employees' skills applicable (and personnel and training resources shareable) across state government. For

Principle 6. ITT will minimize the duplicate performance of procedures

(e.g., input of data) across state government if practical, efficient, and acceptable to the public.

Principle 7. ITT will meet the needs of state employees, citizens, and business partners with disabilities by

complying with the requirements of the Americans with Disabilities Act.

Principle 8. ITT will minimize system failures and downtime by planning for redundancy and recoverability.

GOAL II. Information And Telecommunications Technology Will Be Implemented In The Most Cost Effective Manner

Principle 9. ITT will support program managers across state government in analyzing common functions, aligning business practices, and defining requirements of shared processes.

Principle 10. State government will reward collaborative realignment of business processes and the sharing of ITT resources across government units. ITT will use central mandates to make commonly accepted standards universal.

Principle 11. ITT will promote collecting and validating information once at the time of initial collection.

Principle 12. ITT will encourage innovation and entrepreneurial initiative by state government units.

Principle 13. Program and ITT management will plan for the impact that changes in information and telecommunications technology will have on its unit's organization, employees, customers, business partners, and public.

Principle 14. ITT will adopt single (or interoperable) industry hardware and software standards for networks, operating systems, database management systems, and application development tools and methodologies.

Principle 15. ITT systems will allow network, hardware, operating system, and application elements to change and evolve independently of each other. Proprietary interdependencies should be minimized and any to any interoperability supported.

Principle 16. ITT will plan for future fluctuations in service volumes. For example, ITT will:

- A. Provide sufficient capacity for projected demand.
- B. Adopt scalable hardware and software technologies.

Principle 17. ITT will plan for future changes in technology by anticipating and planning, with program managers, for the replacement of obsolete application systems.

Principle 18. ITT systems' development and management depend on well-trained staff.

GOAL III. Information And Telecommunications Technology Will Enhance Service To Customers And Business Partners.

Principle 19. Citizens, customers, and business partners should remain as a focal point at all stages from the description, reengineering, and realignment of business processes and through the design, development, and implementation of new ITT support systems.

Principle 20. ITT will provide public access to state government services through user-friendly Internet portals and publicly accessible terminals.

Principle 21. ITT will provide for the download and secure electronic filing

of forms, or other information entry and transmission, required of citizens, customers, and business partners in the conduct of business with state government units.

Principle 22. ITT will allow for the secure direct electronic transmittal of funds between state government units and their citizens, customers, and business partners.

Principle 23. ITT applications will minimize information entry and other usage burdens on customers, business partners, and the public.

GOAL IV. Information And Telecommunications Technology Will Foster Trust In State Government As Custodian Of Valuable Records While At The Same Time Facilitating Public Access To Public Records.

Principle 24. ITT will collect, manage, and provide (jointly with the Maine State Archives) for the future disposition (disposal or preservation) of information collected or created by the State.

Principle 25. ITT will provide security for confidential information.

Principle 26. ITT applications will only collect information that is
Principle 28.

necessary for the performance of the business function.

Principle 27. ITT will provide public access to public (non-confidential) state government information -- records, documents, and data files -- through user-friendly Internet portals, publicly accessible workstations, or kiosks.

GOAL V. Information And Telecommunications Technology Will Act As Catalyst For The Statewide Private Sector Development Of A Modern Information Network And Adoption Of Electronic Commerce.

Principle 29. ITT will support the development of a modern, real-time interactive statewide public/private

communications backbone through the strategic purchasing of current and evolving network technologies and services.

Principle 30. ITT will promote training in computer technology and e-commerce. For example, ITT will support:

- A. In-service training opportunities for any state employee with an interest and aptitude in information technology.
- B. Internships and mentoring programs in state government and encourage their development in the private sector to interest high school and college students in careers in information technology.
- C. The development of information technology programs and training in elementary and secondary schools, technical schools and colleges, and continuing education.
- D. Workshops and other promotional activities for businesses and the general public.

Principle 31. ITT will support public access through the expansion of

services in schools, libraries, state and local government offices, and other public access terminals and through toll free access to Internet services providers.

Principle 32. ITT will encourage the adoption of information and e-commerce technologies by Maine citizens and businesses by providing assistance and other incentives to facilitate the use of e-commerce applications developed by state government units.

Principle 33. ITT will encourage the development of new high tech business by supporting initiatives for:

- A. Investments in Research and Development.
- B. Venture capital.
- C. High tech business startups.
- D. Patent development and filing support.

APPENDIX B

ACRONYMS

ATM – Asynchronous Transfer Mode

ATM sends information in fixed size packets called “cells” on request. Each packet can be assigned to the bandwidth without waiting. It is designed for high-speed transmission of interactive services. It is faster and more flexible than synchronous transfer mode which requires assigning bandwidth to scheduled transmissions.

ATM Project

The Department of Education’s Advanced Telecommunications for Maine (ATM) Project coordinates the use of bond issue funds for the development of video and audio transmission sites at public schools across the state.

GIS – Geographic Information System

GIS is a computer system capable displaying information on a map, e.g., the location and number of accidents on a highway map.

ISDN – Integrated Services Digital Network

ISDN provides broadband, high throughput, digital transmission required for interactive ATM services.

IVR – Interactive Voice Response

IVR is a phone technology that can interpret the voice commands of a caller and then automatically route the call, retrieve information, and deliver an answer.

LAN – Local Area Network

A LAN is a combination of computer hardware and software linking together intelligent computing devices, e.g., PC’s, an office, or other limited geographic area for the purposes of sharing applications, data, and peripheral devices.

MFASIS – Maine Financial and Administrative Statewide Information System

MFASIS is the core software used to manage the state government’s accounting transactions, budget, and human resources.

MPBN – Maine Public Broadcasting Network

MPBN is Maine's public radio and television system.

MPEG2

MPEG2 is the international standards for video and audio transmissions established by the Motion Picture Expert Group of the International Standards Organization (ISO).

MSLN – Maine School Library Network

MSLN was the system that connects all libraries and public schools in Maine to the Internet. It was supported by a settlement with Bell Atlantic and a federal charge on interstate phone calls.

MSLN2 — Maine School Library Network2

MSLN2 replaces MSLN and is supported by a federal charge on interstate phone calls and a charge by the Maine Public Utilities Commission on Maine intrastate calls.

OGIS – Office of Geographic Information Services

OGIS is the administrative office within the Bureau of Information Services responsible for administering the GIS system.

OCR – Optical character Recognition

OCR is software used in conjunction with scanning paper documents which transforms a digital text image into characters recognized by a computer word processor.

UNET – University Network for Educational and Technological Services

UNET is the University of Maine System's telecommunications network linking all users on a campus to all other users on that campus, other campuses in the University System, and the Internet.

WAN – Wide Area Network

A WAN is a combination of computer hardware and software which provides data communications services between agencies, geographically separated locations, computer systems, and local networks.